

Questions, Answers and Comments

What happens April 15th when we don't have enough stamps to redeem our frequency cards? — You will receive \$.30 credit for each stamp on your breakfast sandwich card; and \$.50 credit for each stamp on your lunch card toward purchases made on April 15th. No cash value or change, of course. Thanks for asking!

Could we have some outdoor BBQs with the weather getting nicer? — We will likely be having at least one outdoor BBQ grilled picnic menu in May and June; and again in September and October. Watch for more information!

Will you ever bring back hand made tortillas and popovers? — Necessary health department approved equipment and installation is being arranged. We should be making our own tortillas and popovers within the next couple of months.

Why can't we have payroll deductions? — Unfortunately, there are IT and Payroll department issues – for instance, sensitive and individual information would have to be traded/transmitted electronically between ARAMARK and the Community and current protocols and IT security prevent us from doing that. Never say “never” – but it doesn't appear likely that it will happen anytime soon.

Can the Cafeteria stay open later? Seems I think about getting a snack, and they're closed. Especially the Deli. The Cafeteria Focus Group is currently considering how we might be able to modify afternoon hours to better serve customers, without increasing costs. Stay tuned.

Need more vegetarian, pasta and tofu options. Thanks for the ideas. When we first opened we had tofu at the salad bar every day. It only holds for about 2 days so it was thrown out several times a week. We also had a vegetarian soup and vegetarian sandwich of the week these were also thrown out. Here are some vegetarian options we do have: Veggie burgers and baked potatoes at the grill daily, veggie and/or cheese sandwich made fresh to order at the deli, we offer cheese lasagna once every three weeks. We periodically offer other pasta dishes, such as an Alfredo cheese tortellini we recently served.

Don't like the “frequency card”. Don't seem to get enough reward for the dollars spent. Will you be bringing back the coupons? Thanks for the input. The Café Focus Group is working on coupons and rewards. Watch for further details.

Why do you charge for condiments and dressing? Why aren't those things free as a service? Thanks for asking. This question has several parts and several answers. **First**, we always have to charge for salad dressing. Frankly, it's one of the most expensive items offered. The packets are a set price; ala carte self-fill containers are priced by weight. The same for “condiments” offered at the lunch salad bar, such as salsa. We simply can't afford to give these items away for free. Frequently, non-customers (or those who bring food from home) want to “use” condiments from the Cafeteria thinking they are free. They are not. **Second**, some items are included in the purchase price for paying customers – such as cream cheese with a bagel; or salsa with your breakfast burrito. We try to be fair to everyone. Always remember – the Cafeteria is an inexpensive and convenient benefit to everyone who comes in: employees, guests, and Community Members. None of us should abuse the privilege. ☺

Just wanted to write and say what a great job you guys do. Keep up the good work. Thanks for taking the time to come down and eat, AND for sending along kind words. We very much appreciate both. ☺

Kudos & Clouts (Customer Comments, Good & Bad)

- The cashier charged me extra for the 21 oz drink, even though the sign said it was included
- Menus on the internet don't always seem to be what the Café is selling that day
- Would like to see Community-Member Vendors selling at least some food in the Cafeteria (*Thanks. We're working on it.*)
- I bought two salads (weighed from Salad Bar) that cost me over \$18. That is ridiculous.
- I really like the grab 'n go chef's salads or chicken salads for \$3.99. Very convenient, and reasonably priced!
- Need more vegetarian, tofu and pasta options
- The Orange Salsa you offered at the grill was outstanding
- Tomato, cucumber salad w/vinaigrette dressing was delicious a couple weeks ago
- Potatoes & gravy were good today, with the dinner rolls, (homemade yeast, very good) served with it.
- Rice almost always seems dried out with the hot entrée
- Fresh-baked warm Banana Muffins – yummmmm (*and only 470 calories!!!*)
- More Brownies please (*We offered quite a few delicious hand-made desserts the past month. Glad you like them.*)
- The Angus Burger we ordered was simply not made the way we ordered it...

To submit your feedback...

1. You can fill out a yellow comment card and leave it in the boxes on the condiment station in the cafeteria. OR...
2. Visit the SRPMIC intranet home page. At the bottom of the right column, click on the link that says “Two Waters Cafeteria”. On the next page, click on “Two Waters Cafeteria.” On the next page, click on “Feedback.” Then, fill in the blanks. **BE SURE TO INCLUDE YOUR E-MAIL ADDRESS**, name and/or phone number if you want a response. We have received several questions that we were unable to answer because we didn't know who sent them. (To skip the process and arrive at the feedback page, [click here](#)) OR...
3. E-mail SRPMIC Food Service Manager Paul.Johnston@srpmic-nsn.gov

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